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National Park Service Comprehensive Plan

Commitment and General Procedures:

Should CEAVCO Audio Visual Co., Inc. be awarded either a Category I or II contract we will commit all necessary personnel and resources required to complete the National Park Services projects on time and on budget. Key personnel assigned to a typical design build project include: a Senior Design Engineer, an Account Manager, Project Manager, Project Administrator, Project Coordinator, CAD Operator, Field Engineer, and a dedicated installation crew. The crew assigned to the project will vary with the scope of required work.

Please see our personnel list at the beginning of Section C to review the basic structure of CEAVCO's Systems Integration Department. All of our Installation and Engineering staff members maintain factory and industry training and hold numerous certifications.

CEAVCO has all of the necessary resources available to undertake a contract of Category I magnitude and scope. Those resources include: required bank financing, bonding capability, insurance requirements, long standing relationships with equipment and supplies vendors, required personnel, and 47 years of experience in the Audio Visual business.

CEAVCO has some very specific procedures in place to ensure smooth and cost effective implementation of projects of all sizes. We have found that time put into engineering up front can save many surprises and changes down the road. Before any equipment is ordered, our Senior Design Engineer draws up a set of submittals which match the equipment lists with drawings to check consistency and accuracy and help reduce the number of field change orders.

When product for a project is received into our warehouse, it is tagged with a unique project number and customer name. It is then staged in our 1,500 square foot fabrication area based on the room or location it will be installed in at the customer site. The equipment racks are then assembled and wired in our fabrication area. Delivery is then scheduled to minimize interference with other trades at the construction site. When rooms and locations in the building are available, we pull cable, hang screens, and install projector mounts, speakers, and wall and floor box interfaces. Sensitive electronics are not installed until the space is "dust free" and secure. Depending on the construction schedule, we may be simultaneously racking equipment at our location while a crew is working on-site.

At any time during this procedure, the owner is welcome to check equipment and audit progress at our facility.

Reporting and Communications with Owner:

(1) General communications

General communications are done through weekly or bi-weekly onsite project meetings or via email. Daily reports are also generated by the onsite project manager.

(2) Actual progress

This is communicated during weekly construction meetings. When provided for in the contract, we also do progress billings and applications for payment based on project percentage completed.

(3) Problem resolution

Requests for Information forms (RFI's) are submitted electronically and/or by hard copy, if necessary. Solutions are also submitted with RFI's in the form of a change order.

(4) Costs

Any changes in cost are communicated through a formal change order process that requires customer sign off and acceptance before processing.

Quality Control and Customer Service:

Products are connected according to one line CAD drawings provided by either the project consultant, architect, or the CEAVCO engineering department. All installations are performed per manufacturer's specifications.

After the system is commissioned it is thoroughly tested. Testing includes a set of functional tests as well as equipment and connectivity test. CEAVCO has a full range of test gear to prove performance and make sure all pieces are functioning to manufacturer's specifications.

Troubleshooting is done in conjunction with system testing, as problems are discovered. After testing and troubleshooting, any remaining issues are dealt with via punch list work.

Training is performed when the system is deemed substantially complete. In most cases, CEAVCO's dedicated, full time trainer performs end user training. If the operation of the equipment requires additional resources CEAVCO will bring in a direct manufacturer's representative. Custom user guides and quick start instructions can also be developed if required.

CEAVCO can tailor warranty services to meet individual customer needs. Our standard system warranty is 90 days, however most RFP's require a one year installation warranty

along with a systems check up. CEAVCO will include warranty service costs in our RFP's as required.

Post completion system service is coordinated through our Service Department and is provided by a combination of our Field and Bench Engineering staff depending on the nature of the service request. We also offer customized Scheduled Maintenance Service Agreements for after warranty service support.

Subcontractors:

CEAVCO's AMX and Crestron control system programming is provided by Progressive Communications, Inc. (PCI). As proposals and RFP's are developed PCI is consulted for programming costs. Upon project award a purchase order, scope of work and one-line drawings are submitted to PCI. Scheduling and implementation of the control system and programming is then scheduled. Control programming is thoroughly tested prior to system sign off. Further detail regarding PCI is provided in our Business Management Proposal in the Subcontract section.

Other subcontractors may be hired pending CEAVCO's workload. Should additional subcontractors be required, their credentials will be provided upon request.